



Section VI, Part Four Response

JCRM-TLMA-1020	Campaign Mgmt	25,001 to 100,000 Outbound Emails
JCRM-TLMA-1021	Campaign Mgmt Email Charges	25,001 to 100,000 Outbound Emails
JCRM-TLMA-1030	Campaign Mgmt	100,001 to 250,000 Outbound Emails
JCRM-TLMA-1031	Campaign Mgmt Email Charges	100,001 to 250,000 Outbound Emails
JCRM-TLMA-1040	Campaign Mgmt	250,001 to 500,000 Outbound Emails
JCRM-TLMA-1041	Campaign Mgmt Email Charges	250,001 to 500,000 Outbound Emails
JCRM-ALMA-1050	Campaign Mgmt	500,001 to 750,000 Outbound Emails
JCRM-TLMA-1051	Campaign Mgmt Email Charges	500,001 to 750,000 Outbound Emails
JCRM-TLMA-1060	Campaign Mgmt	750,001 to 1,000,000 Outbound Emails
JCRM-TLMA-1061	Campaign Mgmt Email Charges	750,001 to 1,000,000 Outbound Emails
CMGT-DCRT-1001	Contract Mgmt	1 to 100 Employees
CMGT-DCRT-1002	Contract Mgmt	101 to 500 Employees
CMGT-DCRT-1003	Contract Mgmt	501 to 750 Employees
CMGT-DCRT-1004	Contract Mgmt	751 to 1,000 Employees
CMGT-DCRT-1006	Contract Mgmt Add'l Contract Charges	Contract
CIMS-SYNC-1001	CIM Standard User	Node
CIMS-SYNC-1002	CIM Interactive User	Node
CIMS-SYNC-1003	CIM Manager	Node
CIMS-SYNC-1004	CIM Interactive Manager	Node
CIMS-SYNC-1005	CIM Analytics Manager	Node



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CIMS-SYNC-1006	CIM	3,501 to 7,000 Transactions
CIMS-SYNC-1007	CIM	7,001 to 12,000 Transactions
CIMS-SYNC-1008	CIM	12,001 to 17,000 Transactions
CIMS-SYNC-1009	CIM	17,001 to 22,000 Transactions
CIMS-SYNC-1010	CIM	22,001 to 27,000 Transactions
CIMS-SYNC-1011	CIM	5,000 Increments Above 27,000
CIMS-SYNC-1012	CIM Fax Charges (Inbound and Outbound USA Only)	Page
CIMS-SYNC-1013	CIM Telephone Line Charges (US Only)	Minute
CIMS-SYNC-0002	CIM e-Service Portal Setup	Agency
CIMS-SYNC-1018	CIM E-Service Portal Self-Help	Up to 50,000 Hits
CIMS-SYNC-1019	CIM E-Service Portal Self-Help	50,001 to 100,000 Hits
CIMS-SYNC-1020	CIM E-Service Portal Self-Help	100,001 to 500,000 Hits
CIMS-SYNC-1021	CIM E-Service Portal Self-Help	500,001 to 1,000,000 Hits
CIMS-SYNC-1022	CIM E-Service Portal Self-Service Activity	0 to 10,000 Transactions
CIMS-SYNC-1023	CIM E-Service Portal Self-Service Activity	10,001 to 20,000 Transactions
CIMS-SYNC-1024	CIM E-Service Portal Self-Service Activity	20,001 to 50,000 Transactions
CIMS-SYNC-1025	CIM E-Service Portal Self-Service Activity	50,001 to 100,000 Transactions
HRMS-EMPS-0001	HRMS Service Setup	Company
HRMS-EMPS-0003	HRMS Service Setup	New Employee Records, First Two Months Only
HRMS-EMPS-1001	HR Mgmt Service	User
HRMS-EMPS-1101	HR Mgmt Service	Starter Special



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HRMS-EMPS-1002	HRMS Records Archival	Employee
HRMS-EMPS-1003	HRMS Existing Carrier Connections	1 to 2,000 Employees
HRMS-EMPS-1004	HRMS Existing Carrier Connections	2001+ Employees
HRMS-EMPS-1005	HRMS New Carrier Connections	Employee
PSAS-OPEN-0001	PSA Service Setup	Company
PSAS-OPEN-1001	PSA Bundle	User
PSAS-OPEN-1101	PSA Bundle	Starter Special
PSAS-OPEN-1006	OpenAir Wireless Support	User
PSAS-OPEN-1006	OpenAir Automatic Backup	User
PSAS-OPEN-1021	OpenAir EZ Invoices	Invoice
EXMG-OPEN-0001	Time & Expense Mgmt Service Setup	Agency
EXMG-OPEN-1001	Time & Expense Solution	User
PSAS-OPEN-1101	Time & Expense Solution	Starter Special
EXMG-OPEN-1003	OpenAir Automatic Backup	User
EXMG-OPEN-1002	OpenAir Wireless Support	User
EXMG-OPEN-1004	OpenAir EZ Invoices	Invoice
PSAS-PORT-1001	ServicePort	50 to 75 Users
PSAS-PORT-1002	ServicePort	76 to 150 Users
PSAS-PORT-1003	ServicePort	151 to 225 Users
PSAS-PORT-1004	ServicePort	226 to 300 Users
PSAS-PORT-1005	ServicePort	301 to 375 Users
PSAS-PORT-1006	ServicePort	376 to 450 Users
PSAS-PORT-1007	ServicePort	451 to 525 Users
PSAS-PORT-1008	ServicePort	526 to 600 Users
EXMG-MMAR-0001	Travel Expense Mgmt Service Setup	Company
EXMG-MMAR-0002	Travel Expense Mgmt CC Support Setup	Company
EXMG-MMAR-1005	Travel Expense Mgmt	1 to 200 Users
EXMG-MMAR-1006	Travel Expense Mgmt	201 to 500 Users
EXMG-MMAR-1007	Travel Expense Mgmt	501+ Users
EXMG-MMAR-1008	Travel Expense Mgmt	1 to 200 Active Users
EXMG-MMAR-1009	Travel Expense Mgmt	201 to 500 Active Users
EXMG-MMAR-1101	Travel Expense Mgmt CC Support	User
EXMG-MMAR-4001	Travel Expense Mgmt Desktop Companion	Node
EXMG-MMAR-4002	Travel Expense Mgmt Palm Companion	Node



Section VI, Part Four Response

**New Horizons is the** world leader in computer training. With more than 250 locations in over 40 countries, including numerous sites throughout the State of California and numerous training options to choose from, you will be sure to find the course you want, where, when, and how you want to take it. Choose from more than 300 desktop application courses that will help you boost your productivity, increase skills, and stay abreast of rapidly changing technology.

The New Horizon Learning Centers in California are:

- ~~///~~ Bakersfield
- ~~///~~ Burbank
- ~~///~~ Fresno
- ~~///~~ Long Beach
- ~~///~~ Los Angeles
- ~~///~~ Modesto
- Monterey
- ~~///~~ Oxnard
- ~~///~~ Redding
- ~~///~~ Riverside
- ~~///~~ Rosamond
- ~~///~~ Sacramento
- ~~///~~ Salinas
- ~~///~~ San Diego
- ~~///~~ San Francisco
- ~~///~~ San Jose
- ~~///~~ Santa Ana
- ~~///~~ Santa Cruz
- ~~///~~ Santa Rosa
- ~~///~~ Stockton
- ~~///~~ Thousand Oaks
- ~~///~~ Walnut Creek

New Horizons offers one of the world's largest networks for Microsoft, **Novell**, Lotus, Sun, A+, Internet Professional and other technical certification courses.



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Achieving higher employee proficiency and productivity has never been easier. Our major corporate clients are assigned one point of contact, access to our Web Registration and Management System, on-line reporting and centralized billing.

To consistently deliver the highest-quality learning experience, we only use certified professional instructors who are regularly tested on content and presentation skills. After completing our rigorous testing, each instructor is evaluated by every student. Instructors must maintain a 92 percent approval rating.

Large organizations need to train thousands of employees spread across the country and the world. Our major accounts partners enjoy coordinated scheduling and billing, a single client service representative, and customized classes.

After classes, we provide a 24-hour help desk staffed by computer professionals 365-days a year. If you're part of the New Horizons family, you can get help whenever you need it. We stand behind the quality of our training. All of our **courses** come with a full guarantee: you may retake any course within six months-free.

The following chart represents the courses and course packages available through New Horizons. Please refer to table A12, Additional Services, for course and package pricing.

### Desktop Application Training

Category	Class	Duration (days)
PC Introduction	Introduction to the PC	1
PC Introduction	Super Introduction to the PC	1
Operating Systems	Beginning Windows 98	1
Operating Systems	Intermediate Windows 98	1
Operating Systems	Advanced Windows 98	1
Operating Systems	Beginning Windows 2000	1
Operating Systems	Intermediate Windows 2000	1



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Operating Systems	Advanced Windows 2000	1
Spreadsheets	Beginning Excel 97	1
Spreadsheets	Intermediate Excel 97	1
Spreadsheets	Advanced Excel 97	1
Spreadsheets	Beginning Excel 2000	1
Spreadsheets	Intermediate Excel 2000	1
Spreadsheets	Advanced Excel 2000	1
Spreadsheets	Beginning Quattro Pro 9	1
Databases	Beginning Access 97	2
Databases	Intermediate Access 97	1
Databases	Advanced Access 97	1
Databases	Beginning Access 2000	2
Databases	Intermediate Access 2000	1
Databases	Advanced Access 2000	1
Databases	Beginning Crystal Reports 7	1
Databases	Intermediate Crystal Reports 7	1
Databases	Beginning Crystal Reports 8	1
Databases	Intermediate Crystal Reports 8	1
Graphics	Beginning Photoshop 5.5	1
Graphics	Intermediate Photoshop 5.5	1
Graphics	Advanced Photoshop 5.5	1
Graphics	Beginning Photoshop 6.0	1
Graphics	Beginning PhotoDraw 2000	1
Word Processing	Beginning Word 97	1
Word Processing	Intermediate Word 97	1
Word Processing	Advanced Word 97	1
Word Processing	Beginning Word 2000	1
Word Processing	Intermediate Word 2000	1
Word Processing	Advanced Word 2000	1
Word Processing	Beginning WordPerfect 8	1
Word Processing	Intermediate WordPerfect 8	1
Word Processing	Advanced WordPerfect 8	1
Word Processing	Beginning WordPerfect 9	1
Word Processing	Intermediate WordPerfect 9	1



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Personal Productivity	Beginning QuickBooks 2001	1
Personal Productivity	Beginning Outlook 98	1
Personal Productivity	Intermediate Outlook 98	1
Personal Productivity	Beginning Outlook 2000	1
Personal Productivity	Intermediate Outlook 2000	1
Personal Productivity	Beginning Quicken 2001	1
Internet	Beginning Flash 5.0	1
Internet	Intermediate Flash 5.0	1
Internet	Beginning FrontPage 98	1
Internet	Intermediate FrontPage 98	1
Internet	Advanced FrontPage 98	1
Internet	Beginning FrontPage 2000	1
Internet	Intermediate FrontPage 2000	1
Internet	Advanced FrontPage 2000	1
Internet	Beginning HTML 4	1
Internet	Intermediate HTML 4	1
Internet	Advanced HTML 4	1
Internet	Beginning XML	1
Internet	Beginning Fireworks 4	1
Internet	Beginning Dreamweaver 4	1
Internet	Intermediate Dreamweaver 4	1
Internet	Advanced Dreamweaver 4	1
Internet	Beginning GoLive 5	1
Internet	Intermediate GoLive 5	1
Internet	Beginning Microsoft Internet Explorer 5.0	1
Internet	Beginning Visio 2000	1
Project Planning	Beginning Project 2000	2
Project Planning	Intermediate Project 2000	1
Project Planning	Beginning FileMaker 5.0	1
Desktop Presentations	Beginning PowerPoint 97	1
Desktop Presentations	Intermediate PowerPoint 97	1
Desktop Presentations	Beginning PowerPoint 2000	1
Desktop Presentations	Intermediate PowerPoint 2000	1
Hardware	Beginning Hardware Systems	1



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Hardware	Intermediate Hardware Systems	1
Desktop Publishing	Beginning InDesign 1.5	1
Desktop Publishing	Beginning Quark Express 4	1
Desktop Publishing	Intermediate Quark Express 4	1
Desktop Publishing	Beginning PageMaker 6.5	1
Desktop Publishing	Intermediate PageMaker 6.5	1
Desktop Publishing	Advanced PageMaker 6.5	1
Desktop Publishing	Beginning Illustrator 8	1
Desktop Publishing	Beginning Illustrator 9	1
Desktop Publishing	Intermediate Illustrator 9	1
Desktop Publishing	Beginning CorelDraw 9	1
Desktop Publishing	Intermediate CorelDraw 9	1
Desktop Publishing	Beginning Publisher 2000	1
Desktop Publishing	Introduction to Digital Photography	1
Desktop Publishing	Beginning Acrobat 4.0	1
Contact Management	Beginning ACT 2000	1
Contact Management	Intermediate ACT 2000	1

**Certified Technical Training**

Vendor	Class	Duration (Days)
CIW	Foundations Track/I-Net+	5
CIW	Professional Track	5
CIW	Internetworking Professional Track	5
CIW	Security Professional Track	5
CIW	Web Languages	5
CIW	Application Developer	5
CIW	Site Designer Track	5
CIW	E-Commerce Designer Track	5
CompTIA	A+ Fundamentals/Certification Prep.	10
Cisco	Introduction to Cisco Routing and Switching	5
Cisco	Advanced Cisco Routing and Switching	5
Microsoft	832 System Admin for MS SQL Server 7	5





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Microsoft	833 Implementing a Database in MS SQL Server 7	5
Microsoft	836 Secure Web Access Using MS Proxy Server 2.0	2
Microsoft	956 Implementing MS Internet Explorer 4.0	2
Microsoft	973 MS Exchange Server 5.5 Services, Design, & Implementation	5
Microsoft	1013 Mastering MS Visual Basic Development	5
Microsoft	1016 Mastering Enterprise Developer Using VB 6	5
Microsoft	1026 MS Exchange Server 5.5 Services, Design, & Implementation	4
Microsoft	1300 Mastering MS Access 2000 Proerammin g/VBA	3
Microsoft	1303 Mastering MS Visual Basic 6 Fundamentals	5
Microsoft	1560 Update Support Skills MS Win NT4 to Win 2000	5
Microsoft	1561 Plan & Implement MS Win 2000 Network	3
Microsoft	1562 Designing MS Win 2000 Networking Services Infrastructure	4
Microsoft	1572 Implementing and Managing MS Exchange 2000	5
Microsoft	1573 Designing MS Exchange 2000 for the Enterprise	3
Microsoft	1585 Gathering and Analyzing Business Reauirements	3
Microsoft	1587 Intro to Programming with MS Visual Basic 6	5
Microsoft	2010 Designing a MS Win 2000 Migration Stratew	2
Microsoft	2071 Querying MS SQL Server 2000 with Tranact-SQL	2
Microsoft	2072 Administering a MS SQL Server 2000 Database	5

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Microsoft	2150 Designing a Secure MS Win 2000 Network	5
Microsoft	2151 MS Win 2000 Networking and OS Essentials	3
Microsoft	2152 Supporting MS Win 2000 Professional and Server	5
Microsoft	2153 Supporting MS Win 2000 Network Infrastructure	5
Microsoft	2154 Implement & Admin MS Win 2000 Directory Services	5
Microsoft	2159 Deploying and Managing MS ISA Server 2000	2
Novell	350 GroupWise 5 Admin	3
Novell	529 NetWare 4.11 to NetWare 5 Update	5
Novell	555 Integrating NetWare and Windows NT	4
Novell	560 NetWare 5 Administration	5
Novell	570 NetWare 5 Advanced Administration	5
Novell	575 NDS Design and Implementation	3
Novell	580 Service and Support	5
Novell	780 Workstation Management with ZENworks	4

**Rhythms** provides DSL-based, broadband communication services to businesses and consumers throughout the State of California. The company's services include high-speed, "always on" connections to the Internet and private networks at speeds ranging from 144 kbps to 7.1 Mbps (approximately 125 times the speed of today's fastest dial-up modem). Rhythms' customers include Internet service providers (ISPs), telecommunications carriers and broadband communication services resellers.

Rhythms Net Connections Inc. is a North American provider of DSL-based, broadband communication services to businesses and consumers. Based in Englewood, Colo., Rhythms currently serves 42 markets, covering 73 MSAs.



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Telecommunications services for Rhythms are provided by Rhythms Links Inc., a wholly owned subsidiary of Rhythms

Rhythms provides innovative and affordable DSL broadband communication services. Our DSL services are available in most major metro areas throughout the United States and Canada. They're speeding up the way people connect to the Internet and one another at home and in business.

They excel when compared to dial-up and cable modems, ISDN, or T1- in price, speed, and reliability.

Rhythms is different. They're experienced. They're established. They're focused on the end user. Their partners include some of the best and brightest in the telecommunications and software industries: Cisco Systems, Microsoft, MCI WorldCom, Qwest, and Excite@Home, among many others. And they've planned for the long haul, forming critical strategic alliances and building a foundation for excellent customer support.

You know your business - you choose the offering.

### **Managed IP Path**

With Managed IP Path, you provide your customer with high-speed DSL and Internet access, and Rhythms does the rest. Managed IP Path is a fully managed, bundled service that includes CPE configuration, management and ongoing maintenance by Rhythms. It also includes 24 x 7 proactive network and DSL link management by the Rhythms Network Operations Center (NOC).

### **Unmanaged IP Path**

Unmanaged IP Path is designed for Partners who wish to offer a bundled DSL and IP service as well as manage the CPE after installation. It offers high-speed DSL services and Internet access while enabling the end-user to own the CPE. Rhythms provides the CPE configuration and installation services. Ownership and password of the CPE are transferred to the Partner upon successful installation.

### **High-Speed DSL Connections**

IP Path offers our Partners business-grade DSL services ranging from 128 Kbps to 7.168 Mbps-the fastest DSL access speeds in the industry.



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**Lower Access Costs**

Traditionally, customers wanting T1 and fractional T1 access speeds were provided a digital leased line from the local exchange carrier (LEC). Leased lines cost significantly more than DSL and are not always available to residential customers.

**Superior Service Level Agreements**

**Rhythms** provides service level guarantees for performance parameters such as network availability, delay, installation interval and mean time to restore service. The Rhythms service guarantees are yet another example of our commitment to providing a highquality network service.

The following chart represents the current service offerings from rhythms. Please refer to table A12, Additional Services, for current pricing.

**IP Path Pricing**

Speed IDSL	Speed SDSL	Speed RADSL	Unmanaged Link Cost	Managed Link Cost
128K	128K		X	X
	320K	256K x 272K	X	X
	416K	384K x 408K	X	X
		512K x 680K	X	X
	784K		X	X
	1.0M	1.3M x 640K	X	X
	1.6M	1.6M x 1.1M	X	X
		3.2M x 1.1M	X	X
		5.1M x 1.1M	X	X
		7.2M x 1.1M	X	X



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**Additional Services**

<b>Customer Premises Equipment (No charge for the managed link)</b>	<b>Cost</b>
Netopia R7100-C	X
Netopia R3100-I	X
Cisco 675	X
<b>IP Addresses</b>	<b>cost</b>
/30 Block - IP Address	X
/29 Block of IP Addresses (8 IF's)	X
/28 Block of IP Addresses (16 IPs)	X
<b>Repair Charges</b>	<b>cost</b>
Dispatch Fee (8am-5pm M-F, holidays exld.)	X
After Hours Dispatch	X
<b>Miscellaneous</b>	<b>Cost</b>
Cancellation (prior to installation\	X
Early Termination (discontinued prior to end of term)	X
Change/Upgrade	X
Link Move Charge (intra-market)	X
Late Cancellation or No-Show Charge	X



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**ActionCall** Help Desk Support is available anywhere - anytime within the State of California. It's offered at a fixed Cost with unlimited use. **ActionCall** is "Your Partner for Maximizing you Investment In Technology". They are the only Help Desk that offers true economics for the PC end user. **ActionCall** provides high-tech support that improves productivity, profitability and employee morale.

With today's rapidly evolving multi-platform and multi-operating system environments, technology support is anything but simple. The strategies and tactics behind yesterday's support structure are not in step with today's desktop, networking, and communications technologies.

**ActionCall** has created from the ground up, a high-tech Help Desk center. Our employees are technically advanced, Help Desk 2000-Certified engineers using state-of-the-art software tools that help diagnose, fix and prevent problems.

More than 600 certified professionals are ready to answer your questions and be your Outsource IT Partner twenty-four hours per day, seven days per week. Besides problem identification and resolution services, **ActionCall** also supports software application installation, configuration, and system setup questions and offers tutorial assistance.

They Feature:

Quality Approach: All technical specialists trained in Quality Management.

Efficient Process: Call escalation process ensures continuous effort to your end-users, from problem identification to successful resolution.

Tailored Delivery: Supported products are defined so you can focus on the specific multi-vendor software needs of your end-users.

Easy Access: Single number for a fast connection to an expert technical specialist.

Increased User Productivity: Expert assistance and quick problem resolution mean greater end-user efficiency.



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Enhanced Decision-Making: Monthly performance and activity reports help you make informed decisions regarding management of your evolving desktop environment.

ActionCall is headquartered in California and provides the following software support:

Category	Application	Vendor
Word Processing	Microsoft Word	Microsoft
Word Processing	WordPerfect for DOS	WordPerfect
Word Processing	WordPerfect for Windows	WordPerfect
Word Processing	WordPro for Windows	Lotus
Spreadsheets	Excel	Microsoft
Spreadsheets	1-2-3 for Windows	Lotus
Graphics	Photoshop	Adobe
Graphics	Illustrator	Adobe
Graphics	Quark Express	Quark
Graphics	PowerPoint	Microsoft
Graphics	CorelDraw	Corel
Graphics	Freelance	Lotus
Project Management	Microsoft Project	Microsoft
Project Management	Microsoft Schedule+	Microsoft
Project Management	Lotus Organizer	Lotus
Desktop Publishing	Microsoft Publisher	Microsoft
Desktop Publishing	PowerPoint	Microsoft
Desktop Publishing	PageMaker	Adobe
Desktop Publishing	Corel Presentations	Corel
Database Management	Microsoft Access	Microsoft
Operating Systems	Windows 95	Microsoft
Operating Systems	Windows 98	Microsoft
Operating Systems	Windows ME	Microsoft
Operating Systems	Windows MS-DOS	Microsoft
Operating Systems	Windows for Workgroups	Microsoft
Operating Systems	Microsoft Works	Microsoft
Operating Systems	OS 8	Apple



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Operating Systems	OS 9	Apple
Integrated Systems	Lotus SmartSuite	Lotus
Integrated Systems	Microsoft Office 95	Microsoft
Integrated Systems	Microsoft Office 97	Microsoft
Integrated Systems	Microsoft Office 2000	Microsoft
Utilities	Norton Anti-Virus DOS	Symantec
Utilities	Norton Anti-Virus Windows	Symantec
Utilities	Norton Backup DOS	Symantec
Utilities	Norton Backup Windows	Symantec
Utilities	Norton Desktop Win95	Symantec
Utilities	Norton Utilities	Symantec
Internet Browsers	Navigator	Netscape
Internet Browsers	Explorer	Microsoft
Web Design	Front Page	Microsoft
E-mail/Misc.	Microsoft Outlook	Microsoft
Home Systems	Quicken	Intuit
Home Svstems	Microsoft Monev	Microsoft
Network End User Support	Windows NT Workstation	Microsoft
Network End User Support	MS Mail and Exchange Client	Microsoft
Network End User Support	Lotus Notes Desktop and Mail	Lotus
Network End User Support	CC:Mail	Lotus
Network End User Support	WinFax Pro	
Network End User Support	ProComm Plus for DOS and Windows	
Advanced Products	Novell NetWare (Including GroupWise)	Novell
Advanced Products	Windows NT Server	Microsoft
Advanced Products	Windows 2000 Server	Microsoft
Advanced Products	Microsoft Exchange Server	Microsoft
Advanced Products	Citrix	Citrix
Advanced Products	cisco	Cisco

For pricing information please refer to table A12, Additional Services.





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**Logilent** is building a global e-Learning community providing statewide, on-line training. Logilent combines a commitment to deliver high quality, cost-effective IT e-Learning solutions and an innovative business model that enables them to respond quickly to customers and to a rapidly changing market. They are successful in this by adhering to the following principles:

- Value the customer by anticipating their needs, and exceeding their expectations
- Value prospective customers by learning what motivates them to buy or not buy from them, and use that knowledge to deliver the best solutions in the business
- Partner with the customer by building and maintaining long-term relationships founded on shared goals
- Exercise industry leadership by continually looking to the future
- Work as a team and share a unified vision by giving employees a personal stake in the company's success
- Deliver best-of-class products

The benefits of investing in IT training to certification levels for employees, customers and channel partners are numerous.

### Increased Employee Retention

Employees at companies that invest in their ongoing professional development are significantly less likely to leave a company than their counterparts at companies that do not invest in certification.

### Increased Productivity and Decreased Downtime

IT managers generally rate technical staff with certifications as more productive than their noncertified counterparts.

### Quantify the Skills of Your Staff

Anyone can claim they have a particular skill set, but a certification actually proves it. Companies can use certification as a measure to quantify the collective skills of their staff, so that they can effectively manage their department or company's skills inventory.



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### Bottom-Lines Benefits

Training improves the bottom line. A study by the ASTD (American Society for Training and Development) found that companies that invest in training achieved 36% higher gross profits per employee.

### Approach

Because everyone learns differently, at Logilent, IT professionals - whether they are our customer's employees, their customers or channel partners - need only to study what they don't know. As a function of Logilent's Prescriptive Learning process, every student is pre-assessed to determine existing skills. These abilities are placed into a skills catalog; a collection of pre-determined traits that is individually unique. Each student then is assigned Lesson Plans to include an array of multi-sensory learning tools such as hands-on live labs, community chat rooms and forums, mentoring with technical advisors and professors, online lecture notes, study guides, interactive simulations, videos and CD-Roms:

It is the combination of these interactive learning objects that make the Synergy Learning System so effective. Each student chooses the tools that best stimulate learning. This accelerates retention and recall, and decreases overall study time. The Synergy Learning System is a successful model of web-enabled e-learning that continually delivers 92% pass rates.

Logilent was the first in the industry to offer this type of Prescriptive Learning in a web-enabled format in 1994. Whether your needs are to train one or one thousand, Logilent provides the best learning environment on the Internet today.

**Live Product Labs** - No amount of studying can compare to hands-on training. That's why Logilent has developed patent-pending hands-on live labs to enrich each individual's training experience. Students access a real network environment hosted at Logilent with client-server functionality.

Logilent knows that every student gets fast, efficient **skills** transfer with hands-on labs. That's why they're proud of their online heritage in live lab technology. Logilent has provided over 5000 exclusively designed labs to their customers since 1994 - a key reason why so many customers return for additional training.



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At Logilent, students perform live labs by remotely controlling Logilent in-house servers and routers. Students have unhindered access to the products they are learning, and ultimately can effectively and "crash" systems with absolutely no damage to real-world environments. The ability to access real technology is a major learning tool for most students.

**RouterLIVE** - this proprietary real-time engine provides Logilent customers the next level of interactive e-Learning. This fully integrated platform was custom developed for Logilent, and is Patent-pending. **RouterLive** currently functions as middleware between the Cisco student and a group of back-end interfaces.

**RouterLive** can easily be modified to control and manipulate numerous network devices. For instance, routers and switches are linked together to control logic and all input/output functions. **RouterLive** is capable of almost unlimited simultaneous users, and provides a truly and "real-world" experience for Logilent customers.

**RouterLive** provides 100% Port 80 compliance through any standard browser, is written in Java for cross-platform accessibility, is easily setup with automatic install features, and has low bandwidth requirements. Sessions are built on advanced security protocols with disaster recovery and auditing functionality.

**Mentoring**- Interaction with a technical expert is a critical part of any IT training experience. At Logilent, students have access to certified IT professionals and Logilent Subject Matter Experts. We also provide 24-hour online customer response for any student in any course.

**Community** - Logilent enables students to actively participate in a community of peers, IT professionals and professors in My Campus. My Campus is the voice of our active student body and is an ever-changing environment with course related tips, industry specific news events, and upcoming Logilent activities.

My Campus is customer and course specific. For example, a student taking a Cisco course won't see tips for a Microsoft course. And as a valued customer, you can modify what your student reads and accesses. In addition, Logilent



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can publish specific information for each customer; only students enrolled in a customer-specific course can view the content.

**Study Guides** - Logilent provides various study guide option for students, including approved curriculum or training newsletters, as supplied by our authorized learning partners, and exclusive content developed by Logilent Subject Matter Experts. Study guides may also include reference material, manuals and textbooks written by industry-recognized IT professionals.

**Online Lecture Notes** - Logilent's Subject Matter Experts and Instructional Designers develop lecture notes for each lesson. These lecture notes highlight the most important take-aways from each lesson and provide an easy-reference guide for each learning objective.

**Videos** - Logilent incorporates videos from leading video producers - such as LearnKey and Keystone Learning Systems - into our lesson plans. These multi-volume videos provide comprehensive coverage of the major topics of each course from experienced, certified trainers. Segments of these videos are included in the lesson plans and provide the learner with an additional resource for further self-study.

**Interactive Simulations** - Logilent incorporates the official courseware from the education departments of our technology partners into the lesson plans. The education divisions of Cisco, Microsoft, and Novell each develop CD-ROMs and web-delivered courseware that illustrates concepts and test user comprehension in a self-paced, interactive approach.

Logilent offers programs in the following IT certification programs. Please refer to table A12, Additional Services, for pricing information:

Vendor	Course	Part #	Exam #
Microsoft	<b>MCSE Windows 2000</b>		
Microsoft	<b>CORE</b>		
Microsoft	Windows 2000 Essentials	2151	70-210
Microsoft	Windows 2000 Pro and Server Support	2152	70-215
Microsoft	Windows 2000 Network Infrastructure Support	2153	70-216
Microsoft	Windows 2000 Directory Services Administration	2154	70-217



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Microsoft	<b>ELECTIVES</b>		
Microsoft	Windows 2000 Directory Services Design	1561	70-219
Microsoft	Secure Windows 2000 Network	2150	70-220
Microsoft	Windows 2000 Network Services Design	1562	70-221
Microsoft	Bundled Program Pricing		
Microsoft	<b>MCSE Windows 2000 Upgrade</b>		
Microsoft	Upgrading NT4 to Windows 2000	1560	70-240
Microsoft	Windows 2000 Directory Services Design	1561	70-219
Microsoft	Secure Windows 2000 Network	2150	70-220
Microsoft	Windows 2000 Network Services Design	1562	70-221
Microsoft	Bundled Program Pricing		
Microsoft	<b>Microsoft Windows NT4 - Active course but not a certified program</b>		
Microsoft	Windows NT Workstation 4.0	803	70-73
Microsoft	Networking Essentials		70-58
Microsoft	Windows NT Server 4.0	922	70-67
Microsoft	Windows NT Server 4.0 in the Enterprise	689	70-68
Microsoft	Internetworking Microsoft TCP/IP on Windows NT 4.0	688	70-59
Microsoft	Internet Information Server 4.0	936	70-87
Microsoft	Bundled Program Pricing		
Novell	<b>CNE NetWare 5</b>		
Novell	NetWare 5 Administration	560	50-639
Novell	NetWare 5 Advanced Administration	570	50-640
Novell	NDS Design and Implementation	575	50-634
Novell	Service and Support	580	50-635
Novell	Networking Technologies	565	
Novell	Integrating Windows NT with NetWare 5	555	
Novell	Bundled Program Pricing		
Novell	CNE NetWare 4x to NetWare 5.01 Upgrade	529	
Cisco	<b>Cisco Certified Network Associate (CCNA)</b>		
Cisco	Interconnecting Cisco Networking Devices (ICND)		640-407
Cisco	ICND plus Data Networking		
CT Institute	<b>Computer Telephony Engineer (CTE)</b>		
CT Institute	Data Networking	CT-10	C30-111



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CT Institute	Telephony and Telecommunications	CT-20	C30-121
CT Institute	Computer Telephony Integration	CT-30	3C1-131
CT Institute	Interactive Voice Response (IVR)	CS-10	3C1-211
CT Institute	Call Center	CS-20	3C1-221
CT Institute	Bundled Program Pricing		
Linux	<b>Linux Professional Institute (LPI)</b>		
Linux	Linux System Administrator	-101	LPIC 101
Linux	Linux Network Administrator	-102	LPIC 102
Linux	Bundled Program Pricing		
CompTIA	<b>A+ Certification</b>		
CompTIA	PC Hardware Support Skills		220-201
CompTIA	Operating System Support Skills		220-202
SUN	<b>Java</b>		
SUN	SUN Certified Programmer for the Java 2 Platform		310/0252

**Attest Systems, Inc.**, the publisher of GASP®, is the industry leader of software-auditing tools. With the prevalence of PCs in the workplace, IT managers have an ever-increasing burden of reporting software and hardware. For years, IT staff could simply inventory through centralized purchasing, keeping a tight control on inventory. As PCs became commonplace, departments purchasing hardware and software have become segregated, and equipment and software mobile. IT managers are easily losing control as the gatekeeper of their PC asset inventories. Without a thorough and accurate inventory, planning for insurance, disaster recovery, taxes, and the Year 2000 system and software upgrades has become costly guesswork.

**Minimizing Risk Exposure**

Incomplete inventory also adds the risk of violating software license compliance, and exposes a company to potential fines and litigation. To minimize risk and expense, upper management is increasingly mandating that IT managers conduct thorough and accurate audits on a regular basis.

**Protecting Long-term Investment**

A PC workstation costs much more than the purchase price. A software purchase can commit a company to multiple software and system upgrades, as well as additional training and support. As a result, determining the total invested in a desktop workstation becomes a complicated calculation. The market research firm, Gartner Group, estimates an average of more than



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\$40,000 **as the** total cost of ownership (TCO) for a PC with a five-year lifetime (from PC Today On-Line, November 1997, "*An Accurate Inventory*" by Erik Sherman). Multiplied by hundreds or thousands of workstations throughout a company, the costs demand accurate inventories to aid careful **purchase** planning and to protect investments. Even if a company leases PCs, users may add software and hardware, an act that can possibly void a lease, and add value to an asset the company does not own.

### **Assuring Financial Control**

To optimize systems strategies, critical asset management is required to shed light at the budgeting intersection where financial control and IT cross paths. This is a management challenge with three approaches:

#### **Asset Inventory:**

A snap shot of the PC hardware and software at a given time.

#### **Asset Tracking:**

**PC** hardware and software inventory that uses a database for ongoing tracking.

#### **Enterprise Asset Management:**

Tracks assets and collects financial information, service and warranty information, and physical information (product location and user).

### **Enterprise Asset Management Maximizing Cost Benefit**

- Even a small-sized company can appreciate substantial savings through enterprise asset management.
- Software licensing compliance is assured. License payments are accurate and licenses are cost effective (per seat, or volume license for best economy).
- Assets are properly valued, which means depreciation is calculated accurately, and a company's financial statements will withstand independent audits. Accurate asset value (a combination of original and upgraded equipment, with various depreciation schedules) means correctly calculated tax payments - that means cash savings for a company.
- Accurately valued assets mean that a company's financial statements will hold up to independent audits, and guarantee no sudden write-off of assets - a fact that can impact bank loans, spell disaster for public offerings, and undermine stockholder confidence.

### **Asset Management and Indirect Cost Benefits**

Performance and productivity: In a large company, help desk staff who can access an information database can troubleshoot more efficiently. **Inventory** detail about a user's workstation software and system versions can **forestall** a

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trip to that desk, and speed the solution that means a return to productive work. Knowing whether a workstation has downloaded files from the Internet, or accesses the Internet excessively can be important information for managers.

- System resources: Enterprise audits can quickly identify drains on computer system resources. Multiple installations of software that go undetected can lead to unnecessary system upgrades. Concurrency issues are readily identified and corrected through regular audits. User installed, "lifted," or pirated software can be identified and potential risks or system conflicts corrected. Knowing that each PC meets minimum system requirements before purchasing and implementing software and system upgrades can ensure smart purchases and scalable upgrades with limited down time.
- Year 2000 compatibility: Older PCs have BIOS that cannot hold and/or rollover to a date beyond 1999. An enterprise audit can identify those problems, and control upgrades of machines. A detailed inventory of software by version can be cross-checked with the manufacturer's claims for Y2K compliance, allowing planned upgrades in advance of budget cycles.
- Multi-user and data access: Vital data can be on one PC and unavailable to others. Knowing the location of information (especially when workers migrate through departments or facilities, or travel with notebooks) can save time and make or break critical business analyses. Security: Controlled environments that require tight security should be regularly audited for specific configurations, files, and data, allowing you to remove all extraneous or unauthorized programs. This is particularly vital in networked environments vulnerable to a destructive virus. Enterprise audits over a network or Intranet can maintain security and avert disaster. Auditing "by exception" -where a profile is entered, and any exceptions in the PC's software or configuration are reported - is reliable and timesaving in a secure setting.

**Integrated Self-Audits**

Some companies consider out-sourcing asset inventories. Depending on the need for data control, a third party can consult in regular audits and recommend purchases. This path can overcome some internal political issues on upgrades, and keep from over-loading IT/IS staff with additional duties. Most companies who need the data for serious cost savings can readily justify the expense of asset management software tools, which can range from \$15 to \$65 per node. Resources have to be committed to integrate the asset management tool, and to maintain the data collected, which can run stale in three months. Companies that depend on technology for their competitive edge, or have in excess of 50 PCs are well advised to make the investment for the direct and indirect cost savings. Relating the asset data properly can deliver new insight and critical decision support to many areas of business activity.





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**Enter GASP®**

Developed by Attest Systems, Inc TM, GASP is a PC asset and software management application compatible with Windows NT/2000/98/95/3.x, DOS, OS/2, and Macintosh.

**The Advantages of Using GASP:**

- The ability to plan software purchases and cost efficient system upgrades.
- The ability to track ownership and licensing compliance; elimination of duplicate installations; efficient use of system resources.
- Year 2000 compliance testing.
- Tighter control of systems.
- Flexibility in gathering and using software data.
- No drain on system resources.
- Record-saving performance time (most audits are complete within minutes).
- The ability of the program to recognize more than 18,000 software programs by **version and release date**.

GASP is the tool of choice for the Software & Industry Information Association (formerly the SPA), Business Software Alliance, Microsoft, Lotus and AutoDesk for their anti-piracy activities.

**The Advantages of Using Marketware**

Marketware understands the pressures, challenges, and the lack of bandwidth that IT professionals face in today's fast paced environments. Because of that understanding, Marketware, in addition to offering GASP®, offers consulting services that take that burden off IT managers and staff.

Software License Risk Management services is specifically designed to provide you with the necessary information to **begin** to be software compliant. Marketware employs a three-phased approach in providing this information.

**Phase I - Identification**

In Phase I, Marketware Technology Consults work with their clients gathering business requirements and determining procurement needs. After analyzing those business requirements and **fulfilling** procurement needs, the Technical Consultant will submit a proposal based on the clients business requirements.